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PTO/SB/81 (10-00)

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REVOCATION AND SUBSTITUTE POWER OF ATTORNEY OR AUTHORIZATION OF AGENT

Application Number	09/193,833
Filing Date	November 17, 1998
First Named Inventor	Mark Gainey et al.
Group Art Unit	2177
Examiner Name	Debbie Le
Attorney Docket Number	20115-06977

I hereby revoke all previous powers of attorney or authorizations of agent given in the above-identified application, and I hereby appoint:



Practitioner(s) named below:

Name	Registration Number
Daniel R. Brownstone	46,581
John T. McNelis	37,186
Robert R. Sachs	42,120

as my/our attorney(s) or agent(s) to prosecute the application identified above, and to transact all business in the United States Patent and Trademark Office connected therewith.

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Applicant/Inventor.



Assignee of record of the entire interest. See 37 CFR 3.71.

Statement under 37 CFR 3.73(b) is enclosed. (Form PTO/SB/96).

SIGNATURE of Applicant or Assignee of Record

Name

John Huyett

Title

Chief Financial Officer

Signature

Date

NOTE: Signatures of all the inventors or assignees of record of the entire interest or their representative(s) are required. Submit multiple forms if more than one signature is required, see below.

☐ Total of 1 form is submitted.

20115/06977/SF/5098461.1

Atty. Dkt. No.: 20115-06977

Certificate Under 37 CFR § 3.73(b)

Applicant: Mark Gainey, Alex Broquet and Michael Horvath
Application No.: 09/193,833
Filing Date: November 17, 1998
Name of Assignee: Kana Software, Inc.
Type of Assignee (e.g. corporation, partnership,
university, government agency, etc.): Corporation

The above-mentioned Assignee certifies that it is the assignee of the entire right, title and interest in the patent application identified above by virtue of either:

A. ☐ An assignment from the inventor(s) of the patent application identified above. The assignment was recorded in the Patent and Trademark Office at Reel _____, Frame _____, or for which a copy thereof is attached; OR

B. ☒ A chain of title from the inventor(s), of the patent application identified above, to the current assignee as shown below:

1. From: Mark Gainey, Alex Broquet and Michael Horvath
To: Kana Communications, Inc.
The document was recorded in the Patent and Trademark Office at
Reel: 9751 and Frame: 0150, or for which a copy thereof is attached.
2. From: Kana Communications, Inc.
To: Kana Software, Inc.
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To: _____
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☐ Additional documents in the chain of title are listed on a supplemental sheet.

☐ Copies of assignments or other documents in the chain of title are attached.

The undersigned has reviewed all the documents in the chain of title of the patent application identified above and, to the best of undersigned's knowledge and belief, title is in the assignee identified above.

The undersigned (whose title is supplied below) is empowered to sign this certificate on behalf of the assignee.

I hereby declare that all statements made herein of my own knowledge are true, and that all statements made on information and belief are believed to be true; and further, that these statements are made with the knowledge that willful false statements, and the like so made, are punishable by fine or imprisonment, or both, under Section 1001, Title 18 of the United States Code, and that such willful false statements may jeopardize the validity of the application or any patent issuing thereon.

7/31/03

Date



Signature

John Huyett

Name

Chief Financial Officer

Title

20115/06977/SF/5098464.1

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